

Please ban the line-item fees phone companies add to bills. These surcharges should be built into companies' rates because they are a fee for the general cost of doing business. The charges are usually not disclosed in advertised rates, making it virtually impossible to do a valid cost comparison among service providers. While the fees may seem small for each customer, they amount to huge sums for the companies. In many cases, the undisclosed additional fees create an unexpected and unsupportable burden on individual customers.